

W-04015A-15-0083



0000159898

ARIZONA CORPORATION COMI

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 121410

Date: 3/13/2015

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dennis**

Callahan

Account Name: Dennis Callahan

Street:

City: Arizona City

State: AZ Zip: 85123

Home:

Work:

CBR:

is: Cellular

ORIGINAL

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2015 MAR 16 A 9 39

RECEIVED

Utility Company: **Great Prairie Oasis d/b/a Sunland Water Co.**

Division: Water

Contact Name: Beth Wand

Contact Phone:

Nature of Complaint:

***** W-04015A-15-0083 *****

Customer sent the following -

I am against any rate increase for services provided by Sunland Water Co. I have read their letter and recognize the annual UN-audited loss, This loss could have been minimized or quite possibly a profit by Sunland water co. simply by repairing reported water leakage's, and utilizing good business practices when making necessary repairs, on several occasions the contractor used to make repairs has had to return to make the same repair within just a few days, also leaving large amounts of debris in the roadways for residents to remove themselves, and yet they always use they same contractor, I believe there are much more efficient and qualified contractor's for making these repairs, I personally have reported on multiple occasions a water leak at the corner of Lamb Rd. and Miligen Rd only to be told "they have checked it and there is no leak" and yet there is so much water at that corner, and has been for two years, there are cattails over 7 ft high there. LEAKS COST MONEY
End of Complaint

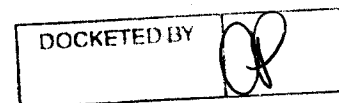
Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission
DOCKETED

MAR 16 2015



***** COMPLAINT # 201-0121412 SENT TO COMPANY *****

End of Comments

Date Completed: 3/13/2015

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2015 - 121410
